Billing and Accounting

David Johnston

18-Jan-1996

Billing and Accounting (BAAS)
Description

Overview:

The focus of this scenario involves a registered, pre-paid ECS account that receives a bill/statement with charges for a data product which was not received. The scenario begins when funds are deposited in a user's account in advance of placing data product requests. A statement has been generated and sent to the account. The Science User notifies User Services that the statement contains charges for a data product that was requested but never received, and requests an adjustment.

Assumptions:

• The account in question is a registered, pre-paid ECS account

• Science User has ordered data products

• User Services Representative has discretionary authority to adjust bill/statement
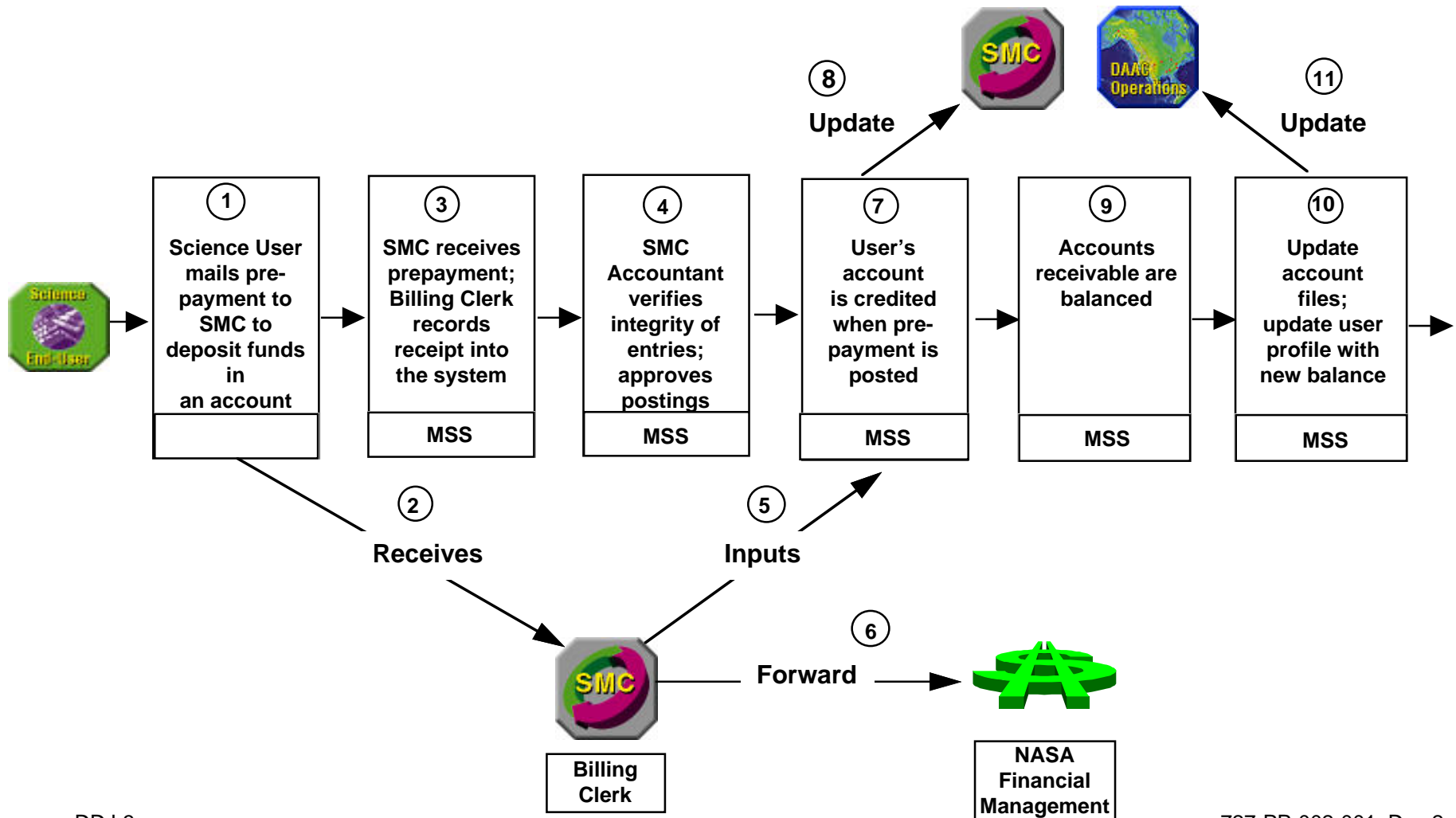
Scenario:

• Fund a Pre-Paid Account

• Generate a Bill/Statement

• Handle/Research the Bill/Statement Dispute

• User Services representative requests a credit adjustment to the account

• Notify Science User of action taken

Heritage: Billing and Invoicing a User, 604-CD-002-001, 305-CD-029-001

Billing and Accounting (BAAS)
Functional Flow I (Funding a Pre-Paid Account)

1 Science User mails pre-payment to SMC to deposit funds in an account

3 SMC receives prepayment; Billing Clerk records receipt into the system — MSS

4 SMC Accountant verifies integrity of entries; approves postings — MSS

7 User's account is credited when pre-payment is posted — MSS

9 Accounts receivable are balanced — MSS

10 Update account files; update user profile with new balance — MSS

2 Receives

5 Inputs

6 Forward

8 Update

11 Update

Billing Clerk

NASA Financial Management

Billing and Accounting (BAAS)
Functional Flow II (Generating a Bill/Statement)

Retrieves ⑬

Update ⑯   **Update** ⑰

⑫ Retrieve infor-mation on shipped billable requests from ECS Mgmt database	⑭ Apply Pricing Tables to billable infor-mation provided on shipped data request	⑮ Post charges for billable services/data products to appropriate account(s)	⑱ Balance accounts	⑲ Billing Clerk at the SMC generates bill/statement
MSS	MSS	MSS	MSS	MSS

Send ⑳
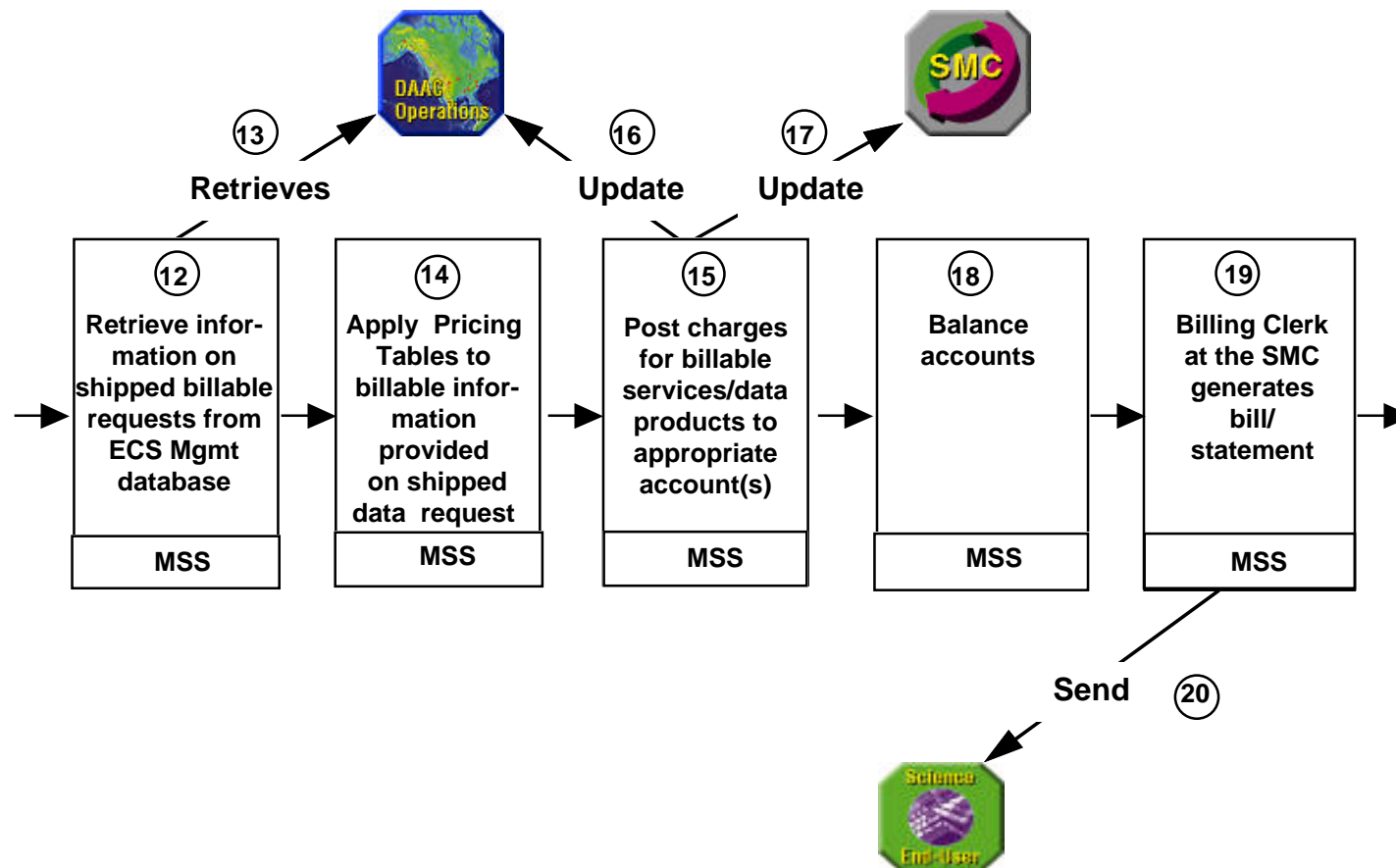
Billing and Accounting (BAAS)
Functional Flow III (Handling a Bill/Statement Dispute)

㉒ Notify

㉛ Update

DAAC Operations

㉑	㉓	㉔	㉕	㉘	㉙
Science User reviews bill/ statement, notices charge, calls User Services	User Services authenticates user; retrieves copy of bill invoice	User Services reviews bill invoice, request history and account history	User Services representative issues a credit adjust-ment request for user's account	SMC Accountant reviews and approves batch of credit adjustment requests	Account receivable information updated; account balanced; user profile updated
	MSS	MSS	MSS	MSS	MSS

Science End-User

㉗ Notify

㉖ Update

㉚ Update

DAAC Operations

SMC

BAAS Scenario: Science User Receives Bill Invoice
Point of View I (Funding an Account)

User View	DAAC Ops View	ECS System	SMC Ops View
① **Registered User sends pre-payment as deposit on account**	**User Services has the capability to query account information**	④ **Create batch entry of receipts**	② **Billing Clerk receives check/purchase order**
		⑥ **Routes batch to SMC Accountant for approval**	③ **Enters receipt information**
		⑧ **Post credits to appropriate ledgers and accounts**	⑤ **Forwards receipt information to SMC accountant**
		⑩ **Balance accounts receivable**	⑦ **SMC Accountant verifies integrity of batches and totals; approves posting to accounts**
		⑪ **Update User Profile**	⑨ **Billing Clerk presents day's receipts to NASA Financial Mgmt**

BAAS Scenario: Science User Receives Bill Invoice
Point of View II (Generating a Bill/Statement)

User View	DAAC Ops View	ECS System	SMC Ops View

ECS System

① Logs containing billable information are accessed for pricing

② Standard pricing tables are applied to billable data product request

③ Charges assessed to the account are posted (debited) to A/R; accounts are balanced and updated

④ Update User Profile

⑥ Generate Bill Invoices

SMC Ops View

⑤ Billing Clerk selects routine to print bill invoices

⑦ Billing Clerk distributes bill invoices to accounts

User View

⑧ Registered User receives bill invoice

BAAS Scenario: Science User Receives Bill Invoice
Point of View III (Handling a Bill/Statement Dispute)

User View	DAAC Ops View	ECS System	SMC Ops View

(2) Science user notices a charge for a data product that was not received; calls User Services to dispute the charge

(3) User Services authenticates user; accesses history report of request and copy of bill invoice to confirm charges

(4) Provides request and bill invoice information

(1) Billing Clerk distributes bill invoices

(5) User Services reviews account history; identifies charges for product not received; enters a credit adjustment request to the account.

(7) Route adjustment information to SMC Accountant for review

(8) SMC Accountant reviews credit adjustments for consistency and validity; approves posting to accounts

(6) Science user is notified that a credit has been requested to be posted to the account

(9) Process credit adjustment; post credit to account

(10) Balance accounts; update User Profile

Bill/Statement Dispute - Workflow I

**Activity - Resolve Bill/Statement Dispute
Role - User Services Rep.**

Receive phone
call from user

Authenticate
caller
as an ECS
registered user

(EOR)

| Select Inquire | Select Update Account | Select Save | Select Help | Select Exit* |

(I)

Enter User Name   Enter UserID

(+)

No — Match? — Yes — (EOR)

Select Review Account

Select Create Invoice

Select Review Invoice

Select Help

(I)

Enter range of Invoice #'s

Enter specific Bill Invoice #

Select All Invoices

(+) — Match? — Yes — (A)

No

* Note:
The option to cancel an operation
at any point will be available from
all menus

Bill/Statement Dispute - Workflow II

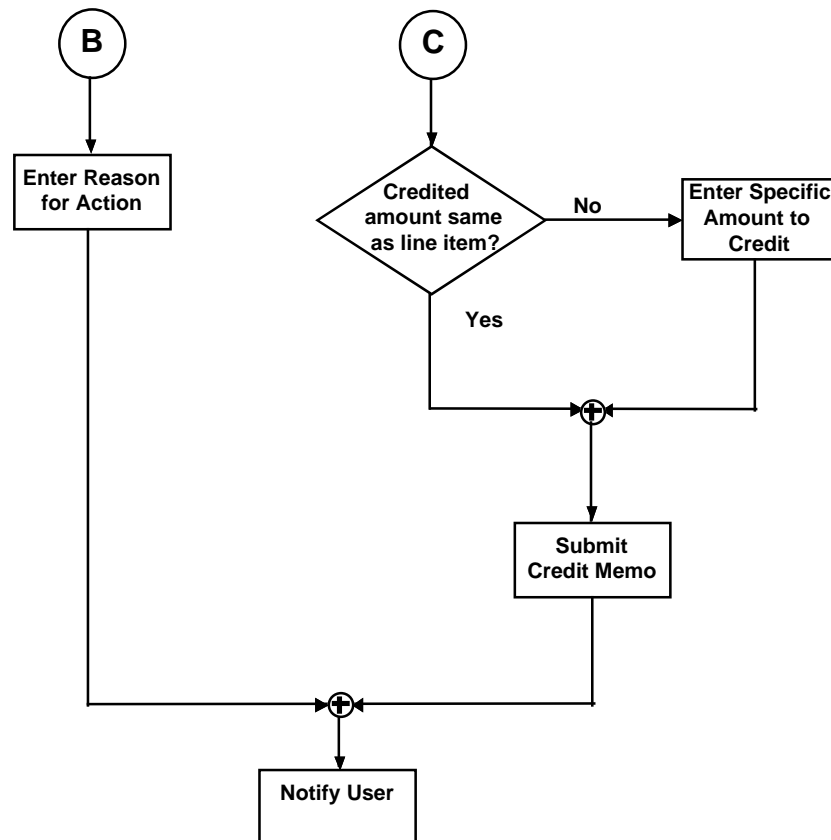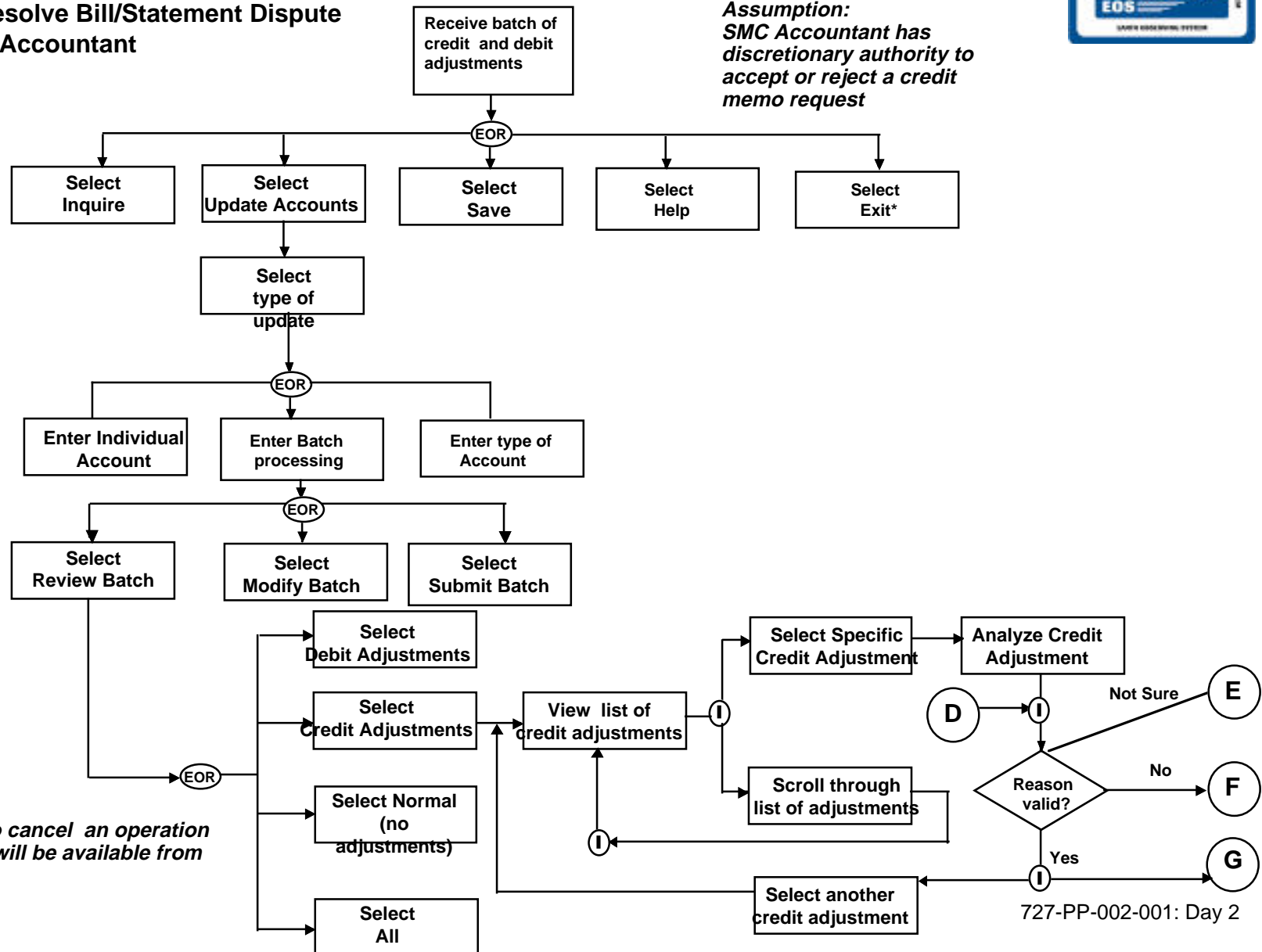**Activity - Resolve Bill/Statement Dispute**
Role - User Services Rep.

(A)

Choose Invoice
to Display

(EOR)

| Select Print Invoice | Select Review Invoice History | Select Invoice Adjustment | Select Process Invoice | Select Edit Invoice |

Select Line Item
to Review

Select Line Item
to Adjust

(EOR)

Yes — Line item was not received? — **No**

Create Debit Memo

Create Credit Memo

(+)

Select Edit Message

Select Credit Amt.

(B)   (C)
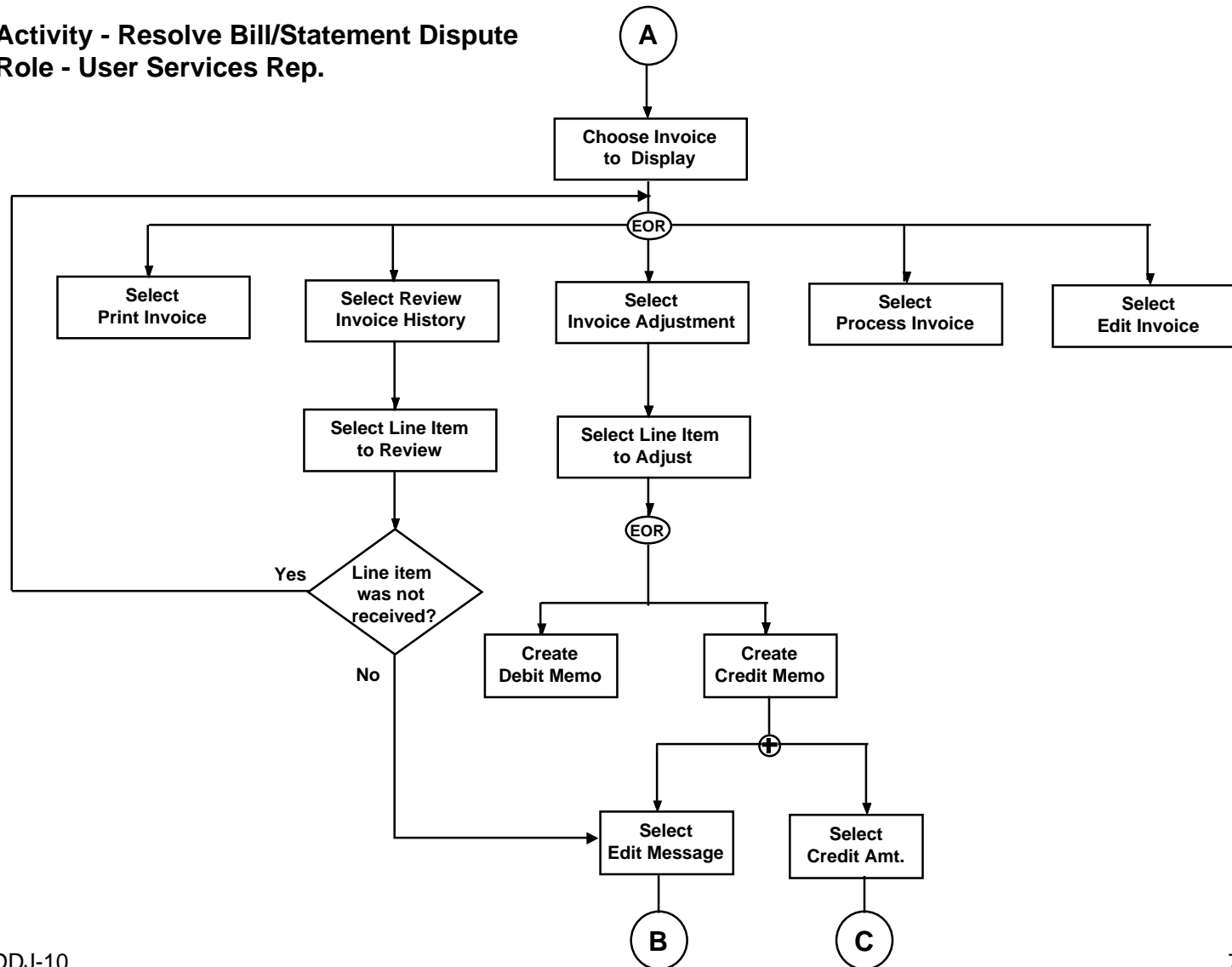
Bill/Statement Dispute - Workflow III

Activity - Resolve Bill/Statement Dispute
Role - User Services Rep.

Bill/Statement Dispute -Workflow IV

Activity - Resolve Bill/Statement Dispute
Role - SMC Accountant

Receive batch of credit and debit adjustments

Assumption:
SMC Accountant has discretionary authority to accept or reject a credit memo request

EOR

Select Inquire

Select Update Accounts

Select Save

Select Help

Select Exit*

Select type of update

EOR

Enter Individual Account

Enter Batch processing

Enter type of Account

EOR

Select Review Batch

Select Modify Batch

Select Submit Batch

Select Debit Adjustments

Select Credit Adjustments

View list of credit adjustments

Select Specific Credit Adjustment

Analyze Credit Adjustment

Scroll through list of adjustments

EOR

I

D

I

Not Sure

E

Select Normal (no adjustments)

Reason valid?

No

F

Yes

G

Select another credit adjustment

Select All

I

I

Note:
The option to cancel an operation at any point will be available from all menus

DDJ-12

727-PP-002-001: Day 2

Bill/Statement Dispute -Workflow V

Activity - Resolve Bill/Statement Dispute
Role - SMC Accountant
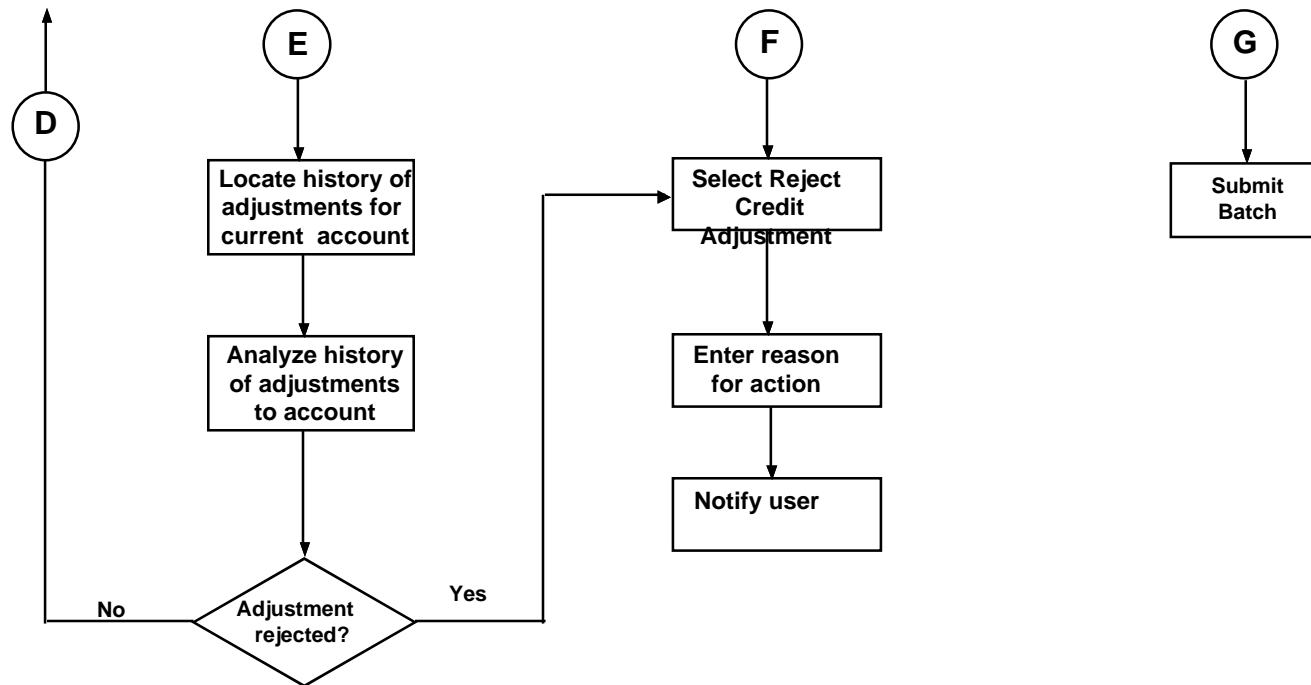
BAAS Scenario Data Activity - I
(Handling a Bill/Statement Dispute)

User Services Rep. Function	Data Element	Operator Interaction (Input, Edit, Display)
1. Retrieve Bill/ Statement	User ID Bill/Statement Number Bill/Statement	Input Input Display
2. Determine Matching Request ID	Bill/Statement Number Request ID	Input Display
3. Analyze Order History	Bill/Statement Request ID Requested Items List	Display Display Display
4. Submit credit adjustment request	User ID Credit Memo Request Annotation Message	Input Edit Edit
5. Notify User of pending adjustment to account	Credit Memo Request	Display

BAAS Scenario Data Activity - II
(Handling a Bill/Statement Dispute)

SMC Accountant Function	Data Element	Operator Interaction (Input, Edit, Display)
1. Select Credit Memo Request	Credit Memo ID	Input Display
2. Determine if reason valid	Credit Memo Request	Display
3. Review credit adjustment history of account	Credit Memo message(s)	Display
4. Reject or accept Credit Memo Request	Credit Memo Authorization acknowledgement	Edit
	User Notification Message	Display
5. Submit batch of approved credit memos	Credit Memo Batch Sub-mission Message/Icon	Input Display